

DHHS SERVICE COORDINATION SUPERVISOR

DESCRIPTION: Under limited supervision, supervises Service Coordinators responsible for overseeing service delivery to persons with mental retardation and other developmental disabilities. Provides technical assistance and training to Coordinators regarding policies and procedures of the service coordination system; performs related work as assigned.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Supervises and evaluates the work of Service Coordinators by effectively recommending personnel actions related to selection, work schedules and assignments, performance, leave requests, grievances, and disciplinary procedures.

Provides technical assistance and training to Service Coordinators and Assistants in completing intake and eligibility determination processes, and Individual Family Support Plans and Individual Program Plans.

Assists in developing, interpreting, and implementing policies, procedures, and regulations related to the provision of service coordination.

Monitors implementation of policies and procedures and regulations.

Provides technical assistance to the Service Coordinator in gathering evidence and preparing information for the client due process mechanism for eligibility determination and service provision appeals; communicates appeal information to the Service Coordination Local Manager.

Manages the efficient use of staff and resources to include: organization of work, size of caseload, acquisition of equipment or other needed resources.

Compiles area registry of clients needing services as well as clients receiving services to ensure the availability of useful information for policy makers, state officials, and others to support the statewide planning, management, and budgeting process.

Responsible to monitor budget reports and accounting for allocated funds.

Supervises professional and support staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: the program resources/services available in Nebraska for persons with mental retardation and other developmental disabilities; the objectives, philosophies, and functions of the agency's developmental disabilities program; Medicaid waiver regulations; Community-Based Developmental Disabilities Division governing rules; Department of Education regulations; State Statutes regarding disabled persons; Nebraska Health and Human Services programs, such as Protective Services, AABD, and other public assistance programs; agency policies and procedures

pertinent to personnel practices; the techniques of supervision.

Ability to: assess needs of persons with mental retardation and other developmental disabilities; communicate to exchange information; mobilize resources to meet client needs; evaluate assessments to determine eligibility; develop and assess Individual Program Plans/Individual Family Support Plans and monitor services provided to persons with mental retardation and other developmental disabilities; interpret and apply agency and program rules, policies, and procedures; organize and evaluate program/operational data; train and supervise professional and support staff; serve as a role model in a professional relationship; interact with a variety of individuals in decision-making, obtaining information, and providing assistance, direction, and guidance.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: current practices in the field of community-based mental retardation services and services for persons with other developmental disabilities, including: case management, program planning, medications, the principles of normalization, and provision of habilitation services; Nebraska's Home and Community-Based Waiver; client appeal/due process mechanism.

Ability to: train and oversee the work of professional and clerical staff; communicate to exchange information; develop working relationships with persons with mental retardation and other developmental disabilities, their families, interdisciplinary team members, agency representatives and individuals or groups interested in mental retardation and other development disabilities; analyze behavioral data.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any combination of training and/or experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general qualification guideline is post high school coursework/training in: education, psychology, social work, sociology, and three years of experience in delivery of habilitation services and/or case management services to persons with mental retardation or other developmental disabilities, one of which must be in a supervisory capacity.

SPECIAL NOTE

Overnight travel may be required.